

POSITION DESCRIPTION

Position Master:	NT010
Position Title:	Front of House Service Attendant (Usher)
Location:	The National Theatre Melbourne 20 Carlisle Street, St Kilda 3182
Position Award/Level:	Live Performance Award – 13.2 – Level 3.0
Employment Type:	Casual
Salary Level:	\$28.32 per hour
Department:	Venue Operations / Theatre
Reports To:	5.0 Venue Operations Manager 5.1 Administrator NT001 Duty Front of House Manager (during performances)
Key Reports:	Nil
Related Positions:	NT001, NT011, NT012

PRIMARY PURPOSE

To provide a high standard of customer service and duty of care to patrons, hirers and artists in order to enhance their entire National Theatre Melbourne experience.

To maintain the overall image and presentation of The National Theatre Melbourne's front of house and public spaces.

To provide a multi-skilled service including the roles of: door attendant, program seller, food & beverage attendant, and other duties as required.

ORGANISATIONAL REQUIREMENTS

All aspects of this position will be performed by the incumbent to:

- maintain an awareness and compliance of emergency evacuation procedures
- satisfy The National Theatre Melbourne's liquor licensing requirements
- meet The National Theatre Melbourne's Code of Conduct and values
- contribute to and support the achievement of The National Theatre Melbourne's goals and objectives
- align with authorised National Theatre Melbourne policies, guidelines, and procedures
- support and contribute to customer service and a positive team-focused work environment
- protect one's safety and the safety of other workers through safe work practices.

KEY ACCOUNTABILITIES

Service Delivery Specifications

1. Perform front of house duties at the venue, including ushering, directing patrons, merchandise and program sales, function services and food & beverage services. (30%) *
2. As part of a team, be responsible for the security, welfare and safety of all patrons before, during and after performances, and in the event of an evacuation. Comply with all workplace health & safety policies and procedures and operate in accordance with The National Theatre Melbourne's Code of Conduct and "House Policy" guidelines. (25%) *
3. Undertake cash sales linked to food & beverage and merchandise services, including reconciliation of cash floats and EFTPOS sales. (20%) *
4. Ensure presentation of the venue's foyers and public spaces are to the highest standard and are prepared to receive patrons prior to each performance. This includes the setup of functions to include appropriate catering for patrons with disability or impairment. (25%) *

(*Weighting: % of time key accountability is required)

SELECTION CRITERIA

Essential Criteria

1. Demonstrated high level of communications skills with the ability to deal effectively with people at all levels of the community. Be self-motivated, flexible and willing to perform a variety of tasks. (30%) *
2. Previous experience in a customer service / hospitality / retail environment, including cash handling through to the reconciliation of takings. (20%) *
3. Effective interpersonal and customer service skills with a demonstrated high level of coordination and decision-making ability, including the capacity to exercise judgment to ensure patron safety is protected during performances and/or productions (20%) *
4. Ability to maintain a high standard of personal presentation and ensure all public foyers and spaces are maintained at the highest standards. (15%) *
5. Demonstrated knowledge of workplace health & safety, including regulations covering food handling and hygiene standards. (15%) *

(*Weighting: % of time key accountability is required)

Mandatory Criteria

- Current Working with Children Check (or ability to obtain)
- Current Responsible Service of Alcohol (RSA) Certificate
- Ability to work flexible hours, including evenings and weekends.

Desirable Criteria

- Previous experience in a hospitality or front of house role in a performance/events venue environment would be highly regarded
- Current Level 2 First Aid Certificate
- Experience in cash handling and procedures
- Current Victorian "C" class Driver's Licence
- Knowledge of, or interest in the Performing Arts.